

April 2022

RN/EN - Extensions

Communication Case Scenarios



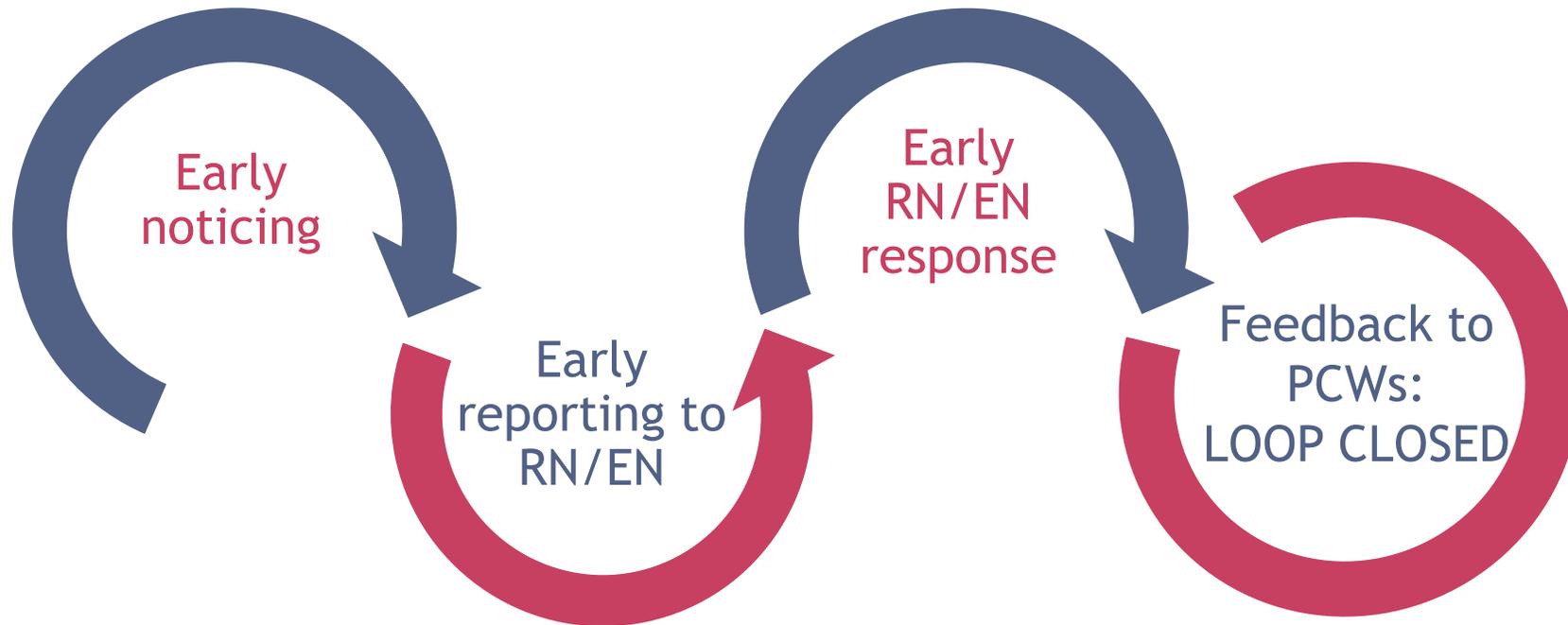
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Learning Objectives

- ❑ Review the communication processes for signs of early deterioration, including CUS processes used by PCWs
- ❑ Identify resident care management and communication requirements for scenario activities

Communication feedback loop



PCWs - CUS communication tool

CUS

I am Concerned about...

I feel Uncomfortable because...

This is a Serious/Safety issue, can you please...

Deteriorating resident case study



Edgar is 75 years old with a history of angina, high blood pressure and type 2 diabetes, managed with diet and medication. He has dementia, walks independently and is known to wander.

Lee, a PCW, has come to you and said, “I feel uncomfortable as Edgar is being aggressive and hitting people. He looks sweaty, is moaning like he is in pain and keeps holding his hand on his tummy. His pants are wet with small amounts of urine.”

- What assessments will you do?
- What nursing care may Edgar require?
- How will you communicate any referral or escalation if necessary? To whom?
- What information should you feedback to Lee?

Deteriorating resident case study

Eden is 85 years old with a history of osteoarthritis and mild stroke. Eden uses a wheelchair and needs assistance to go to the toilet. She is frail and thin.

Franie, the PCW working with you today and comes to you and says, “I am concerned about Eden. In the last few days she has not been eating or drinking. She seems more tired than usual and is not interested in her normal activities. Eden won’t get out of bed by herself as she usually does. She is slurring some words and the right side of her body is moving less than normal. She said she is in pain and can’t get comfortable.”

- What assessments will you do?
- What nursing care may Edna require?
- How will you communicate any referral or escalation if necessary? To whom?
- What information should you feedback to Franie?



Deteriorating resident case study

Edwin is 77 years old with a history of angina, high blood pressure and type 2 diabetes which are managed with diet and medication. He has dementia, walks independently and is known to wander.

Bilana, the PCW working with you today tells you she is concerned as Edwin has coughed up green sputum this morning. His chest is noisy when he breathes, and he is agitated. He cannot walk far before needing to stop and catch his breath.



- What assessments will you do?
- What nursing care may Edwin require?
- How will you communicate any referral or escalation if necessary?
To whom?
- What information should you feedback to Bilana?

Deteriorating resident case study

Edna is 82 years old with a history of osteoarthritis, cardiac failure and type 1 diabetes. She wears glasses and a hearing aid. She walks with a wheelie walker and needs assistance to go to the toilet. She is usually very social in the home, participating in many activities.

Krishna the PCW reports to you, “I’m uncomfortable about Edna as she has been talking to herself and seeing ants which are not in her room. She seems more tired than usual and is not interested in her normal activities. Edna won’t get out of bed as she usually does and won’t eat or drink anything.”

- What assessments will you do?
- What nursing care may Edna require?
- How will you communicate any referral or escalation if necessary?
To whom?
- What information will you feedback to Krishna?



Deteriorating resident case study

Edwina is 85 years old with a history of osteoarthritis, cardiac failure and mild stroke. She wears glasses and hearing aids, walks with a wheelie walker and requires assistance toileting. She returned from hospital yesterday where she had a colonoscopy.

Diwa, a PCW says to you, “I have a Serious/Safety issue with Edwina. She is unsteady on her feet and keeps getting up to go to the toilet without using her wheelie walker or asking for help. She seems to be very restless and anxious about getting to the toilet.”



- What assessments will you do?
- What nursing care may Edwina require?
- How will you communicate any referral or escalation if necessary?
To whom?
- What information will you feedback to Diwa?

What will you do after reporting?

EDDIE⁺

QUESTIONS?

What was covered today ?

- ❑ Early detection of deterioration - Using RACR- Recognition, Assessments, Care, Referral/Reporting
- ❑ Listen for *CUS* cues from PCWs
- ❑ Closing the feedback loop with PCWs